**PERSONS NAME**

**Personal Statement**

I am a friendly, loyal and clearly dedicated individual who has an ambition to succeed in any given environment. Although I have extensive experience in the banking industry, I love to learn and am always up to a challenge whatever the situation. I get along well with others but can also work efficiently on my own. I am seeking a position where I can develop and excel while giving my best to an employer.

**Work Experience**

**Cashier (Mar-06 to Mar-08)**

**Kroger, Florence KY**

 Maintained clean work area

 Handled money

 Managed front end when needed

 Assisted customers with groceries

**Collections (Jul-09 to Jun-11)**

**Citibank, Florence KY**

 Made outbound calls to clients who were past due on accounts

 Helped clients resolve financial issues with payment arrangements or settlements to best suit the needs of the client and the bank.

 Worked in team environment

**Customer Service & Sales (Jun-11 to Nov-11)**

**Citibank, Florence KY**

 Take inbound calls

 Help high valued clients with questions or concerns with their personal credit card accounts

 Transfer calls to appropriate departments

 Offer and sell products that benefit our clients

**Resident Aid (Dec-12 to Feb-13)**

**Elmcroft, Florence KY**

* Assist with residents with Alzheimer’s and dementia.
* Assist with everyday living activities such as getting dressed, showering, toileting, etc.
* Answer phones at desk and keep detailed documentation about certain daily events.

**Education**

**High School Diploma (Aug 07 to May 08)**

**Conner High School, Hebron KY**

 GPA – 3.0

 Learned some sign language while working with special needs class as a high school course.

 CPR & First aid qualified.